



About Us:

Our goal is to provide quality healthcare for infants, children and adolescents. Our services include comprehensive routine physical examinations as well as same day visits for illness or injury.

Our Pediatric Care Providers:

Jeffrey Smith, MD
Kathleen Ware, MD
Cindy Vella, NP



Serving West Bridgewater and surrounding communities since 2006

PLAN YOUR VISIT:

- > Be an active team player and share how your child is doing. Write down/bring your questions and concerns to your appointments
- > Tell your team about specialists or other health care providers who care for your child. Share test results with your team **2B3**
- > Tell your team about all the medications your child is taking
- > Let your team know if your child has been to the Emergency Room or has been hospitalized **2B1, 2B3**
- > Work with your team to create your health care plan, and make sure that you understand how to follow it
- > Always talk openly with your team. If you are having trouble sticking to your health care plan, tell your team about what is not working so you can make changes together as needed

Pleasant Hill Pediatrics
22 Pleasant Street
W. Bridgewater, MA 02379
Phone: 508.588.6200
Fax: 508.588.6211

For more information about our practice, visit our website at:

www.pleasanthillpediatrics.com

Welcome, to your Patient Centered Medical Home.

A Medical Home is a team approach to coordinating health care for you and your family. It includes your child's pediatric care provider, his/her team, and most importantly *your child.*

YOUR CHILD IS THE MOST IMPORTANT PERSON ON YOUR HEALTHCARE TEAM.

PLEASANT HILL PEDIATRICS

AS A PATIENT CENTERED MEDICAL HOME, YOU WILL BE SURROUNDED BY A TEAM OF HEALTH CARE PROFESSIONALS. OUR HOME IS THE FIRST PLACE WE WANT YOU TO THINK OF FOR ALL YOUR CHILD'S HEALTH CARE NEEDS.

WHO IS ON YOUR TEAM?

- ◇ You and/or Your Child
- ◇ Physician
- ◇ Nurses
- ◇ Practice Support Staff
- ◇ Specialty Care Providers
- ◇ Care Manager for iCMP patients

We encourage you to play an active role in your child's health care.

Our providers will listen to your concerns and ideas to make our practice better for you.

We can help you find local support or services for your family.

If you need health insurance, you can apply through the Massachusetts Health Connector at www.mahealthconnector.org or 1-877-MA-ENROLL (1-877-623-6765)

Our practice provides equal access to all of our patients, regardless of source of payment.

The American Academy of Pediatrics promotes access to quality Medical Homes for all children and youth.

YOUR MEDICAL HOME TEAM WILL:

- > Take care of your child when he/she is sick and well
- > Help you develop a personalized health care plan for your child.
- > Set goals for care now and whenever needed in the future
- > Talk with you about any testing or treatment that your child needs
- > Work with other pediatric care providers to coordinate your child's care
- > Follow evidence based guidelines for care. These are the most updated care guidelines
- > Answer any health questions you may have
- > Provide you with educational materials regarding health conditions
- > We can help you transfer records from your last provider. Contact our Front Desk Receptionists to get started.
- > Our practice can screen and treat you for behavioral health issues (such as ADHD) and/or connect you with other specialists. Your team can support you every step of the way.

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CONTACT US: Call 508.588.6200 for appointments, cancellations, prescription refills and to contact your health care team.

HOURS:

| | |
|-----------|-------------|
| Monday | 9 AM - 8 PM |
| Tuesday | 9 AM - 5 PM |
| Wednesday | 9 AM - 5 PM |
| Thursday | 9 AM - 8 PM |
| Friday | 9 AM - 5 PM |

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AFTER HOURS/URGENT CARE:

Please dial our main number 508.588.6200 and follow the instructions.

WEEKEND:

Saturday 9:00am – 12pm
Sunday 9:00am – 12pm

REFERRALS:

It is very important that your provider coordinate all of your child's health care including referrals to ensure that the most appropriate specialist sees your child and has the medical information they need to care to your child.

PATIENT PORTAL: Non-urgent access

to your medical home team, ability to request prescription refills and appointments and view lab and test results online on our secure portal **Patient Gateway**, www.patientgateway.org

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